

Notice of References Cited	Application/Control No. 09/517,043	Applicant(s)/Patent Under Reexamination BRINKERHOFF, RICHARD	
	Examiner Beth Van Doren	Art Unit 3623	Page 2 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Planned Maintenance Program, "What is PMP?", www.followup.com, 04/15/997 [retrieved 06/26/02], 4 pages, retrieved from: google.com and archive.org.
	V	Magazine, Tom, "Re-evaluating business processes", May/June 1998 [retrieved 07/11/02], Volume 12, Issue 3, 7 pages, retrieved from: Proquest Direct.
	W	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited	Application/Control No. 09/517,043	Applicant(s)/Patent Under Reexamination BRINKERHOFF, RICHARD	
	Examiner Beth Van Doren	Art Unit 3623	Page 1 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-6,484,149	11-2002	Jammes et al.	705/26
	B	US-6,321,211	11-2001	Dodd, William K.	705/26
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N	KR 2001029098	04-2001	Derwent	Cho et al.	G06F 17/60
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Sheff, David, "Mr. Satisfaction", The Los Angeles Times, 10/13/1996 [retrieved 07/25/02], 5 pages, retrieved from: Proquest.
	V	"L.L. Bean, Inc.: Corporate Strategy", Harvard Business School, 05/18/1988, pages 7, 8, and 17.
	W	"BizRate Names 'The Buyer's Best' Online Merchants", PR Newswire, 07/02/1998 [retrieved 02/20/03], 2 pages, retrieved from: Proquest.
	X	Leong, Kathy Chin, "Customer Service Gets Royal Treatment", Internetweek, 09/14/1998 [retrieved 06/26/02], 4 pages, retrieved from: Proquest.

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.